



Production Services Manager

Department: Information Systems Technology

EEO Code: 21

Class Code: 1318

FLSA: E

Effective: 01/03/1996

GENERAL STATEMENT OF DUTIES:

Under general direction; performs work of considerable difficulty in planning, coordinating and supervising the operations of the Production Services section within IST; and performs other work as required

SPECIFIC STATEMENT OF DUTIES:

Plans, coordinates and supervises the operations of the Production Services section; develops goals, objectives and procedures for section and reviews and evaluates performance in relation to established goals; supervises staff involved in computer operations and networking, including planning and coordinating workloads and schedules, evaluating work performance, determining training needs, coaching, and recommending personnel actions; reviews operations for efficient resource management, and recommends procedures to enhance services; ensures timely and accurate completion of production processing requests; serves as chairman of quality assurance committee, responsible for approving all changes to the production environment so as to maintain the integrity of all application systems and affiliated files and batch processes while providing a high level of on-line availability; develops and maintains a disaster recovery plan; produces problem reporting and tracking to ensure timely resolution of problems and initiate necessary improvements to prevent future reoccurrences; and performs other work as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

Considerable knowledge of data processing principles and techniques; of effective supervisory principals and practices.

Considerable skill in developing good working relationships with internal and external customers.

MINIMUM EDUCATION AND EXPERIENCE:

Bachelor's degree in information systems or related field and five years of supervisory experience in data processing concentrated in computer operations, quality assurance data control and network operations; or an equivalent combination of training and experience.

ADDITIONAL REQUIREMENTS:

None.

<p>This class specification is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.</p>
